

# Metro B Incident Report May 2012

As of 6/14/2012

## Metro B Desktop Support

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
		High	Low	Medium	FCR Total
Metro B Desktop Support	Annice Valdez	0 0	82 3	0 0	82 3
	Anthony Booyse	1 1	114 36	0 0	115 37
	Bill Crowther	0 0	66 9	0 0	66 9
	Cindy Reed	0 0	20 0	0 0	20 0
	Jay Locker	0 0	61 1	3 0	64 1
	Joe tupou	0 0	3 0	0 0	3 0
	Ken Bolkcom	1 0	45 0	2 0	48 0
	Matthew Blunk	0 0	4 2	0 0	4 2
	Michael Barth	0 0	62 0	2 0	64 0
	Peter Musser	1 1	77 31	2 1	80 33
	Sami Casey	0 0	1 0	0 0	1 0

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		High	Low	Medium	FCR Total
Metro B Desktop Support	Sean Chadbourne	0 0	46 1	1 0	47 1
	Stephanie Young	0 0	36 18	0 0	36 18
	Tyler Pearce	0 0	50 17	0 0	50 17
	Assigned to Individual Total	3 2	667 118	10 1	680 121
Assigned Group Total		3 2	667 118	10 1	680 121

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
		High	Low	Medium	MIR Total
Metro B Desktop Support	Annice Valdez	0 0	82 0	0 0	82 0
	Anthony Booyse	1 0	114 1	0 0	115 1
	Bill Crowther	0 0	66 3	0 0	66 3
	Cindy Reed	0 0	20 1	0 0	20 1
	Jay Locker	0 0	61 4	3 0	64 4
	Joe tupou	0 0	3 0	0 0	3 0
	Ken Bolkcom	1 0	45 2	2 0	48 2
	Matthew Blunk	0 0	4 1	0 0	4 1
	Michael Barth	0 0	62 0	2 0	64 0
	Peter Musser	1 0	77 2	2 0	80 2
	Sami Casey	0 0	1 0	0 0	1 0

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		High	Low	Medium	MIR Total
Metro B Desktop Support	Sean Chadbourne	0 0	46 1	1 0	47 1
	Stephanie Young	0 0	36 0	0 0	36 0
	Tyler Pearce	0 0	50 0	0 0	50 0
	Assigned to Individual Total	3 0	667 15	10 0	680 15
Assigned Group Total		3 0	667 15	10 0	680 15

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
		High	Low	Medium	ATTIR Total
Metro B Desktop Support	Annice Valdez	0 0.00	82 0.14	0 0.00	82 0.14
	Anthony Booyse	1 0.00	114 0.10	0 0.00	115 0.10
	Bill Crowther	0 0.00	66 0.23	0 0.00	66 0.23
	Cindy Reed	0 0.00	20 0.25	0 0.00	20 0.25
	Jay Locker	0 0.00	61 0.22	3 0.22	64 0.22
	Joe tupou	0 0.00	3 0.03	0 0.00	3 0.03
	Ken Bolkcom	1 0.07	45 0.20	2 0.18	48 0.20
	Matthew Blunk	0 0.00	4 0.33	0 0.00	4 0.33
	Michael Barth	0 0.00	62 0.12	2 0.11	64 0.12
	Peter Musser	1 0.29	77 0.18	2 0.13	80 0.18
	Sami Casey	0 0.00	1 0.02	0 0.00	1 0.02

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## Metro B Desktop Support

		High	Low	Medium	ATTIR Total
Metro B Desktop Support	Sean Chadbourne	0 0.00	46 0.13	1 0.00	47 0.13
	Stephanie Young	0 0.00	36 0.11	0 0.00	36 0.11
	Tyler Pearce	0 0.00	50 0.12	0 0.00	50 0.12
	Assigned to Individual Total	3 0.12	667 0.16	10 0.15	680 0.16
Assigned Group Total		3 0.12	667 0.16	10 0.15	680 0.16

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
		High	Low	Medium	MR Total
Metro B Desktop Support	Annice Valdez	0 0	82 0	0 0	82 0
	Anthony Booyse	1 0	114 5	0 0	115 5
	Bill Crowther	0 0	66 0	0 0	66 0
	Cindy Reed	0 0	20 1	0 0	20 1
	Jay Locker	0 0	61 2	3 1	64 3
	Joe tupou	0 0	3 1	0 0	3 1
	Ken Bolkcom	1 0	45 1	2 0	48 1
	Matthew Blunk	0 0	4 0	0 0	4 0
	Michael Barth	0 0	62 2	2 0	64 2
	Peter Musser	1 0	77 1	2 0	80 1
	Sami Casey	0 0	1 0	0 0	1 0

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## Metro B Desktop Support

		High	Low	Medium	MR Total
Metro B Desktop Support	Sean Chadbourne	0 0	46 0	1 0	47 0
	Stephanie Young	0 0	36 0	0 0	36 0
	Tyler Pearce	0 0	50 0	0 0	50 0
	Assigned to Individual Total	3 0	667 13	10 1	680 14
Assigned Group Total		3 0	667 13	10 1	680 14

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## Metro B Desktop Support

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
		High	Low	Medium	ATTR Total
Metro B Desktop Support	Annice Valdez	0 0.00	82 1.06	0 0.00	82 1.06
	Anthony Booyse	1 0.02	114 1.06	0 0.00	115 1.05
	Bill Crowther	0 0.00	66 1.04	0 0.00	66 1.04
	Cindy Reed	0 0.00	20 1.63	0 0.00	20 1.63
	Jay Locker	0 0.00	61 1.90	3 2.29	64 1.92
	Joe tupou	0 0.00	3 3.54	0 0.00	3 3.54
	Ken Bolkcom	1 0.56	45 2.18	2 0.46	48 2.07
	Matthew Blunk	0 0.00	4 2.16	0 0.00	4 2.16
	Michael Barth	0 0.00	62 1.49	2 0.96	64 1.48
	Peter Musser	1 0.46	77 0.98	2 0.73	80 0.96

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		High	Low	Medium	ATTR Total
Metro B Desktop Support	Sami Casey	0 0.00	1 3.66	0 0.00	1 3.66
	Sean Chadbourne	0 0.00	46 0.97	1 0.00	47 0.95
	Stephanie Young	0 0.00	36 0.74	0 0.00	36 0.74
	Tyler Pearce	0 0.00	48 0.54	0 0.00	48 0.54
	Assigned to Individual Total	3 0.35	665 1.21	10 1.12	678 1.21
Assigned Group Total		3 0.35	665 1.21	10 1.12	678 1.21

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### Detail

<b>INC000000497958</b>	Kevin Woodruff	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Bill Crowther	Technology Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000500079</b>	Kevin Hart	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: Yes	28.86
<b>INC000000500404</b>	Ann Hopkins	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro B Desktop Support	Peter Musser	Non-state	Low	Closed	TTR Missed: No	0.28
<b>INC000000502807</b>	Brandon Cowdell	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	2.82
<b>INC000000503472</b>	MV Price	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.38
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.38
<b>INC000000504000</b>	Robert Snarr	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000504181</b>	Judy Etherington	Application	Error	Microsoft Word		TIR Missed: No	0.10
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.15
<b>INC000000504325</b>	Kristie M VanWagoner	None	None	PGP		TIR Missed: No	0.10
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.65
<b>INC000000504444</b>	Kim Pinnegar	Network	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.93
<b>INC000000505334</b>	Joanne Phillips	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.55
<b>INC000000505601</b>	Joshua Blood	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.38
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.38
<b>INC000000505665</b>	Michelle Weis	None	None	None		TIR Missed: No	0.77
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.77
<b>INC000000506058</b>	Michelle Weis	Application	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.52
<b>INC000000506380</b>	Debbie Berry	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.43
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	4.90
<b>INC000000506452</b>	Craig Coulson	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.97
	Metro B Desktop Support	Tyler Pearce	Technology Services	Low	Closed	TTR Missed: No	0.97
<b>INC000000506464</b>	Brenda Patterson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.86
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.86

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<b>INC000000506569</b>	MV South Valley	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.14
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	1.27
<b>INC000000506596</b>	James Shaw	PC/Laptop	Error	None	TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.83
<b>INC000000506655</b>	Christena Ohrn	PC/Laptop	Hardware	None	TIR Missed: No	0.03
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.45
<b>INC000000506678</b>	Laura Pare	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	0.78
<b>INC000000507000</b>	Leah Ly	Application	Reporting	None	TIR Missed: No	0.07
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low Closed	TTR Missed: No	1.41
<b>INC000000507170</b>	Danette L Larsen	None	None	None	TIR Missed: No	0.11
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: No	2.23
<b>INC000000507189</b>	Stacy Carroll	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.71
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low Closed	TTR Missed: No	4.08
<b>INC000000507191</b>	Dinah Weldon	PC/Laptop	Virus	None	TIR Missed: No	0.68
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: No	0.68
<b>INC000000507199</b>	Barbara Ruff	None	None	Internet Explorer	TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.14
<b>INC000000507281</b>	Connie Landes	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000507283</b>	Michelle Weis	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	2.45
<b>INC000000507284</b>	Lesa Willhard	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000507290</b>	Doug Smith	None	None	None	TIR Missed: No	0.42
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.74
<b>INC000000507296</b>	Tajana Fejic	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low Closed	TTR Missed: Yes	6.00
<b>INC000000507303</b>	Annette Perkins	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.31
<b>INC000000507307</b>	Margaret Earl	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	State Treasurer	Low Closed	TTR Missed: No	0.46
<b>INC000000507335</b>	Jessica Cameron	Application	Password	ZENworks for Desktops	TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.72

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<b>INC000000507342</b>	Arlene Call	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.17
<b>INC000000507347</b>	Harry D Campbell	PC/Laptop	Hardware	None	TIR Missed: No	0.63
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.65
<b>INC000000507365</b>	Lori Giovannoni	Application	Error	PGP	TIR Missed: No	0.73
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	2.17
<b>INC000000507387</b>	Leann Tolino	PC/Laptop	Error	None	TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.23
<b>INC000000507389</b>	Raitos Archuleta	Telecom	Feature	Telephone	TIR Missed: No	0.19
	Metro B Desktop Support	Peter Musser	Human Services	Medium Closed	TTR Missed: No	1.39
<b>INC000000507407</b>	Barbara Ruff	None	None	Internet Explorer	TIR Missed: No	0.50
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.50
<b>INC000000507463</b>	Kim Diamond-Smith	None	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Medium Closed	TTR Missed: No	0.24
<b>INC000000507465</b>	Jennifer Mattinson	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low Closed	TTR Missed: No	4.24
<b>INC000000507513</b>	Joanne Phillips	PC/Laptop	Hardware	None	TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.61
<b>INC000000507514</b>	Charri Brummer	PC/Laptop	None	None	TIR Missed: No	0.58
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	2.43
<b>INC000000507533</b>	Kim Jones	PC/Laptop	Hardware	None	TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	5.48
<b>INC000000507591</b>	Jalynn Knudsen	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.55
<b>INC000000507592</b>	Christena Ohrn	PC/Laptop	Hardware	None	TIR Missed: No	0.02
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.53
<b>INC000000507593</b>	Malathi Sarma	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Technology Services	Low Closed	TTR Missed: No	4.96
<b>INC000000507601</b>	Edith Barker	None	None	None	TIR Missed: No	0.31
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.33
<b>INC000000507610</b>	Leslie Henderson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low Closed	TTR Missed: No	3.36
<b>INC000000507624</b>	Bill Newton	PC/Laptop	Error	None	TIR Missed: No	0.39
	Metro B Desktop Support	Anthony Booyse	Technology Services	Low Closed	TTR Missed: Yes	6.07

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<b>INC000000507645</b>	Caralyn Streed	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.09
<b>INC000000507711</b>	Jilene Gunther	PC/Laptop	Virus	None		TIR Missed: No	0.54
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000507728</b>	Bart Grant	Network	Virus	None		TIR Missed: No	0.40
	Metro B Desktop Support	Jay Locker	Technology Services	Medium	Closed	TTR Missed: Yes	4.69
<b>INC000000507731</b>	Christina Bray	PC/Laptop	Password	None		TIR Missed: No	0.56
	Metro B Desktop Support	Michael Barth	Health	Low	Closed	TTR Missed: No	3.05
<b>INC000000507755</b>	Camille Barber	PC/Laptop	Virus	None		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	2.45
<b>INC000000507757</b>	Janna Griffith	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.11
<b>INC000000507763</b>	Michele Espina	Application	Error	ZENworks for Desktops		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: Yes	10.48
<b>INC000000507773</b>	Donna Morris	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	3.12
<b>INC000000507776</b>	Jeudi Chav	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	4.56
<b>INC000000507809</b>	Bruce Johnson	Mobile Devices	Error	Ipads		TIR Missed: No	0.19
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Medium	Closed	TTR Missed: No	0.67
<b>INC000000507833</b>	Dennis L Johnston	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Ken Bolkcom	State Treasurer	Low	Closed	TTR Missed: No	3.04
<b>INC000000507860</b>	Susan M White	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	4.00
<b>INC000000507898</b>	Brent Pathakis	Network	Error	None		TIR Missed: No	0.38
	Metro B Desktop Support	Bill Crowther	Technology Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000507936</b>	Christina Bray	Application	Error	None		TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Health	Low	Closed	TTR Missed: No	2.06
<b>INC000000507995</b>	Ken Ransom	Application	None	DB2 Query Management Facility		TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000508015</b>	Caralyn Streed	Application	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.07
<b>INC000000508073</b>	Mandy Davis	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.96

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<b>INC000000508077</b>	Paula Stuart	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Closed	TTR Missed: No	0.03
<b>INC000000508084</b>	Joanne Austria	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.91
<b>INC000000508090</b>	Jim Thompson	PC/Laptop	Hardware	None		TIR Missed: No	0.29
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.29
<b>INC000000508129</b>	Jill McAfee	PC/Laptop	Virus	None		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.31
<b>INC000000508144</b>	Vicky Westmoreland	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.55
<b>INC000000508152</b>	Muris Prses	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000508153</b>	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000508185</b>	Phillip Goble	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000508188</b>	Jim Clayton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Joe tupou	Tax Commission	Low	Closed	TTR Missed: Yes	6.11
<b>INC000000508191</b>	Randy Farnsworth	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000508205</b>	Michelle Weis	Application	None	Novell iPrint		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000508213</b>	Jessica Cameron	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000508256</b>	Ralph Bohn	None	None	Gmail		TIR Missed: No	0.14
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	5.66
<b>INC000000508283</b>	Susan Bowman	Application	None	Adobe Connect		TIR Missed: No	0.31
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000508334</b>	Joseph Gonzalez	None	None	None		TIR Missed: No	0.43
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	3.21
<b>INC000000508342</b>	Robin Kelly	PC/Laptop	Hardware	None		TIR Missed: No	0.37
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.55
<b>INC000000508466</b>	Carlos Arroyo	PC/Laptop	Performance	None		TIR Missed: No	0.27
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	6.61

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## Metro B Desktop Support

<b>INC000000508470</b>	Lori Butler	None	None	PGP		TIR Missed: No	0.12
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Closed	TTR Missed: No	2.55
<b>INC000000508471</b>	Michele Tuttle	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	6.55
<b>INC000000508472</b>	Faye Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.26
<b>INC000000508493</b>	Anthony Carmelo	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Annicke Valdez	Attorney General	Low	Closed	TTR Missed: No	2.07
<b>INC000000508503</b>	Kay Layton	None	None	JavaPC		TIR Missed: No	0.15
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Closed	TTR Missed: No	3.85
<b>INC000000508516</b>	Beverly Rasmussen	Application	Error	Adobe Reader		TIR Missed: No	0.29
	Metro B Desktop Support	Peter Musser	Environmental Quality	High	Closed	TTR Missed: No	0.46
<b>INC000000508565</b>	Karma Kehler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.51
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.72
<b>INC000000508576</b>	Brian D Nelson	None	None	None		TIR Missed: No	0.40
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000508619</b>	Christy Van Buskirk	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.39
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000508621</b>	Ruth Hauser	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.30
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000508624</b>	Paula Loakes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000508626</b>	Stephen Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.18
<b>INC000000508657</b>	Craig L Povey	Application	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	4.53
<b>INC000000508730</b>	Charlie Roberts	PC/Laptop	Error	Adobe InDesign		TIR Missed: No	0.10
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: Yes	6.87
<b>INC000000508746</b>	Jodie Okumura	Application	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Technology Services	Low	Closed	TTR Missed: No	1.61
<b>INC000000508763</b>	Robin MacKenzie-Nielson	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	3.18
<b>INC000000508812</b>	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Technology Services	Medium	Closed	TTR Missed: No	1.97

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## Metro B Desktop Support

<b>INC000000508816</b>	Ella Lopez	Application	Error	DB2 Query Management Facility	TIR Missed: No	0.57
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.43
<b>INC000000508864</b>	Michelle Grossman	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.05
	Metro B Desktop Support	Michael Barth	Health	Low Closed	TTR Missed: No	2.95
<b>INC000000508954</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.52
<b>INC000000508959</b>	Robert Jowett	None	None	None	TIR Missed: No	0.23
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.05
<b>INC000000508979</b>	Brad Maulding	None	None	None	TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.16
<b>INC000000509012</b>	Janice Oswald	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.01
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	3.41
<b>INC000000509211</b>	Caralyn Streed	PC/Laptop	Error	None	TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.61
<b>INC000000509221</b>	Tami Hart	PC/Laptop	Error	None	TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low Closed	TTR Missed: Yes	6.45
<b>INC000000509222</b>	Kay Layton	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.90
<b>INC000000509261</b>	Peggy Matlin	None	None	None	TIR Missed: No	0.27
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.27
<b>INC000000509270</b>	Russ Jessop	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Low Closed	TTR Missed: No	0.18
<b>INC000000509284</b>	Chad A Carter	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Cindy Reed	Non-state	Low Closed	TTR Missed: No	1.84
<b>INC000000509299</b>	Annette Babisz	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	
<b>INC000000509299</b>	Annette Babisz	None	None	None	TIR Missed: No	0.43
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	
<b>INC000000509438</b>	Gwyn Galloway	Application	Error	Microsoft Word	TIR Missed: No	0.60
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low Closed	TTR Missed: No	0.79
<b>INC000000509449</b>	judy miller	None	None	None	TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Services	Medium Closed	TTR Missed: No	0.30
<b>INC000000509468</b>	Angela Schmith	PC/Laptop	Performance	None	TIR Missed: No	0.37
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.01

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## Metro B Desktop Support

<b>INC000000509533</b>	Alyssa Barson	None	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000509625</b>	Terri Ruesch	PC/Laptop	Hardware	None		TIR Missed: No	0.27
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	3.40
<b>INC000000509713</b>	Jim McNair	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.18
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.18
<b>INC000000509755</b>	Susan Kirby	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	1.20
<b>INC000000509785</b>	Kristy Walker	None	None	Internet Explorer		TIR Missed: No	0.37
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.22
<b>INC000000509845</b>	Katy Larsen	PC/Laptop	Virus	None		TIR Missed: No	0.28
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.53
<b>INC000000509887</b>	Devin Scott	Application	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.08
<b>INC000000509958</b>	Mia Detton	Application	Error	ZENworks for Desktops		TIR Missed: No	0.19
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.19
<b>INC000000509968</b>	Julie Fisher	Application	Error	None		TIR Missed: No	0.24
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000509983</b>	Alyssa Barson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509990</b>	Toni V Wardle	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000510036</b>	Tina Wright	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000510039</b>	Susan Kirby	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.83
<b>INC000000510043</b>	Leeann Robinson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000510055</b>	Geneann Carlino	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.56
<b>INC000000510075</b>	Russ Jessop	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000510086</b>	Kyle Lancaster	None	None	None		TIR Missed: Yes	1.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.17

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## Metro B Desktop Support

<b>INC000000510095</b>	Loren Morton	None	None	ZENworks for Desktops	TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	1.57
<b>INC000000510142</b>	Craig Coulson	PC/Laptop	Hardware	None	TIR Missed: No	0.24
	Metro B Desktop Support	Anthony Booyse	Technology Services	Low Closed	TTR Missed: No	1.07
<b>INC000000510157</b>	Eric White	PC/Laptop	Performance	None	TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	1.93
<b>INC000000510201</b>	Sandra Herbert	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.77
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.77
<b>INC000000510217</b>	Jeri P Olsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.48
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low Closed	TTR Missed: No	0.48
<b>INC000000510235</b>	Zeljka Borro	Application	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.27
<b>INC000000510236</b>	Judy Hull	None	None	None	TIR Missed: No	0.15
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.63
<b>INC000000510241</b>	Leslee Katayama	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.06
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.06
<b>INC000000510253</b>	Jillian Watkins	None	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Workforce Services	Low Closed	TTR Missed: No	1.12
<b>INC000000510264</b>	Lisa F Nelson	None	None	None	TIR Missed: Yes	1.18
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low Closed	TTR Missed: No	2.75
<b>INC000000510331</b>	David Sandos	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.23
	Metro B Desktop Support	Jay Locker	Administrative Services	Low Closed	TTR Missed: No	2.81
<b>INC000000510340</b>	Theyvena Sanders	Wireless Connectivity	Performance	None	TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.23
<b>INC000000510350</b>	Paula Loakes	None	None	None	TIR Missed: Yes	1.58
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: No	3.33
<b>INC000000510393</b>	Lynn Sanderson	Application	None	Internet Explorer	TIR Missed: Yes	1.43
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: Yes	22.67
<b>INC000000510400</b>	Christy M Wixom	PC/Laptop	Hardware	None	TIR Missed: Yes	1.13
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	1.13
<b>INC000000510402</b>	Deborah Ng	Application	Error	None	TIR Missed: Yes	1.09
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low Closed	TTR Missed: No	1.09
<b>INC000000510477</b>	Elaine Boren-Hess	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	1.66

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## Metro B Desktop Support

<b>INC000000510609</b>	Austin Farey	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Technology Services	Low	Closed	TTR Missed: No	2.73
<b>INC000000510650</b>	Kimball Krantz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000510670</b>	Joseph Gonzalez	None	None	None		TIR Missed: No	0.33
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.64
<b>INC000000510755</b>	Marcie A Johnson	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000510937</b>	Karley Butcher	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	2.80
<b>INC000000511013</b>	Lana Kopecky	Application	None	Utah System for Tracking Eligibi		TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000511020</b>	Becky Dalby	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	1.55
<b>INC000000511080</b>	Allen Maxson	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.14
<b>INC000000511135</b>	Michele Garrick	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.86
<b>INC000000511167</b>	Marilyn Fischer	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	1.69
<b>INC000000511286</b>	Paul Krauth	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.92
<b>INC000000511291</b>	Malathi Sarma	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Technology Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000511304</b>	Rich Peterson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.14
<b>INC000000511344</b>	Brad Maulding	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.52
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	2.48
<b>INC000000511442</b>	Karen C Andersen	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000511536</b>	Brian Jensen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511545</b>	Alan Tribble	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.00

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## Metro B Desktop Support

<b>INC000000511584</b>	Monte Roberts	Network	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Medium	Closed	TTR Missed: No	0.00
<b>INC000000511587</b>	Heather Rondorf	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000511595</b>	Russ Jessop	Network	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511604</b>	Angie Pinna	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	2.09
<b>INC000000511606</b>	Steve Wrigley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511610</b>	Traci Lee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	2.39
<b>INC000000511621</b>	George Gunderson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	3.10
<b>INC000000511677</b>	Dan Brennan	Wireless Connectivity	None	None		TIR Missed: Yes	1.13
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.35
<b>INC000000511684</b>	Gaye A Holt	Application	None	Office of Recovery Services Inf		TIR Missed: No	0.44
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000511712</b>	Becky McKenzie	Application	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	2.15
<b>INC000000511748</b>	Teresa Flores	Application	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.74
<b>INC000000511775</b>	Susan Weisenberg	None	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	2.85
<b>INC000000511777</b>	Merilee Wendell	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.47
<b>INC000000511781</b>	Teresa Trujillo	Application	Password	PGP		TIR Missed: No	0.48
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.20
<b>INC000000511828</b>	Eric Tanner	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000511834</b>	Heidi R Thomas	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000511863</b>	Bart Benson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.64

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## Metro B Desktop Support

<b>INC000000511902</b>	Michelle Weis	None	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.09
<b>INC000000511914</b>	David Swan	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.67
<b>INC000000511950</b>	Sandra Reed	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.41
<b>INC000000511958</b>	Kay Layton	None	None	Content Manager		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000511970</b>	Bruce Timothy	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.46
<b>INC000000512050</b>	Kathryn Dozier	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.55
<b>INC000000512157</b>	Jody Jacobs	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.20
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.20
<b>INC000000512239</b>	Jacoy Richens	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512243</b>	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512279</b>	Jodie Okumura	Application	None	None		TIR Missed: No	0.02
	Metro B Desktop Support	Bill Crowther	Technology Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000512291</b>	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000512307</b>	John Whitehead	Application	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.12
<b>INC000000512333</b>	Becky McKenzie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.65
<b>INC000000512378</b>	Mandy Davis	Network	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.76
<b>INC000000512569</b>	Joan Charter	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512579</b>	Susan Kirby	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.31
<b>INC000000512596</b>	Scott Abeyta	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.31

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## Metro B Desktop Support

<b>INC000000512605</b>	Joanne Phillips	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	1.23
<b>INC000000512606</b>	Kevin Van Ausdal	Network	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low Closed	TTR Missed: No	0.47
<b>INC000000512659</b>	Susan Martell	None	None	None	TIR Missed: No	0.32
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	0.73
<b>INC000000512704</b>	Dorothy Maw	None	None	Microsoft Windows 7	TIR Missed: No	0.21
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	0.58
<b>INC000000512733</b>	Deon Loynd	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.02
<b>INC000000512748</b>	Leann Tolino	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.66
<b>INC000000512776</b>	Brad Simpson	Mobile Devices	Error	Ipads	TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.74
<b>INC000000512808</b>	Shaun Buttars	Application	None	None	TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.38
<b>INC000000512830</b>	Monique Rodriguez	Application	Password	None	TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low Closed	TTR Missed: No	1.51
<b>INC000000512849</b>	Patrice Dozier	None	None	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.98
<b>INC000000512887</b>	Sheldon Wood	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000512898</b>	Kim Shelley	Application	Error	PDF Complete	TIR Missed: No	0.09
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low Closed	TTR Missed: No	1.66
<b>INC000000512978</b>	Toni V Wardle	Application	Error	SAFE	TIR Missed: No	0.99
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	1.74
<b>INC000000513038</b>	Jayme Schlangen	None	None	None	TIR Missed: No	0.09
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low Closed	TTR Missed: No	5.17
<b>INC000000513056</b>	Margaret Farrington	None	None	None	TIR Missed: No	0.22
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.07
<b>INC000000513093</b>	Jody Jacobs	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.10
<b>INC000000513103</b>	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	5.30

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## Metro B Desktop Support

<b>INC000000513136</b>	Terrie Williams	PC/Laptop	Virus	None		TIR Missed: No	0.37
	Metro B Desktop Support	Annice Valdez	Attorney General	Low	Closed	TTR Missed: No	1.03
<b>INC000000513173</b>	Darwin Bundy	Application	None	ZENworks for Desktops		TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.08
<b>INC000000513258</b>	Ray Winger	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.03
<b>INC000000513541</b>	Julie Salisbury	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.15
<b>INC000000513586</b>	Craig W Jones	PC/Laptop	Error	None		TIR Missed: No	0.38
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.38
<b>INC000000513591</b>	Mike Givens	PC/Laptop	Error	None		TIR Missed: No	0.35
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.35
<b>INC000000513628</b>	Lynn Parkin	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000513661</b>	Edith Martinez	None	None	Adobe Acrobat		TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000513680</b>	Cathy Davis	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000513735</b>	Jumpol Jatura	Application	None	ZENworks for Desktops		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000513738</b>	Joann Murphy	None	None	BlueZone		TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000513743</b>	Joshua Blood	Application	Error	GenTax		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.65
<b>INC000000513758</b>	Danielle White	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.77
<b>INC000000513774</b>	Jumpol Jatura	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513846</b>	Kathy Hogan	Application	Error	Mozilla Firefox		TIR Missed: No	0.25
	Metro B Desktop Support	Peter Musser	Health	Low	Closed	TTR Missed: No	0.25
<b>INC000000513851</b>	Chandler Menteer	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: Yes	8.25
<b>INC000000513875</b>	Allyson Dopp	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.48

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## Metro B Desktop Support

<b>INC000000513897</b>	Joann Wetzel	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	5.62
<b>INC000000513899</b>	Paula Stuart	Network	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Closed	TTR Missed: No	1.39
<b>INC000000513993</b>	Tam Le	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.47
<b>INC000000514139</b>	Dale Urban	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.99
<b>INC000000514187</b>	Dan Bates	Application	None	ZENworks for Desktops		TIR Missed: No	0.02
	Metro B Desktop Support	Peter Musser	Technology Services	Low	Closed	TTR Missed: No	0.90
<b>INC000000514218</b>	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Technology Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000514218</b>	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Technology Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000514225</b>	Dan Brennan	Application	Error	Novell GroupWise		TIR Missed: No	0.40
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.84
<b>INC000000514249</b>	Bart Grant	Network	Virus	None		TIR Missed: No	0.83
	Metro B Desktop Support	Tyler Pearce	Technology Services	Low	Closed	TTR Missed: No	1.46
<b>INC000000514279</b>	Dirk Murdock	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000514282</b>	Nancy Perez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000514285</b>	Lana Kopecky	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000514286</b>	Jamie Wuthrich	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000514304</b>	Sandra Allen	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Attorney General	Low	Closed	TTR Missed: No	0.34
<b>INC000000514357</b>	Joann Wetzel	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514377</b>	Doug Smith	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000514400</b>	Olga Matviyenko	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.43

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## Metro B Desktop Support

<b>INC000000514463</b>	Heather Holbrook	PC/Laptop	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.05
<b>INC000000514493</b>	Mel Castillo	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.29
<b>INC000000514496</b>	Alease Guymon	None	None	None		TIR Missed: No	0.46
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.24
<b>INC000000514502</b>	Traci Lee	None	None	PGP		TIR Missed: No	0.44
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	1.63
<b>INC000000514512</b>	Karalynn Malcolm-Sugden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.48
<b>INC000000514558</b>	Dorothy Maw	None	None	None		TIR Missed: No	0.59
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	1.27
<b>INC000000514576</b>	Cheryl A Sielhorst	Application	Error	ZENworks for Desktops		TIR Missed: Yes	1.13
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	4.30
<b>INC000000514579</b>	Trisha Glenn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514599</b>	Margaret Farrington	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000514604</b>	Don Moss	None	None	None		TIR Missed: No	0.37
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000514633</b>	Sara Moon	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000514639</b>	Jalynn Knudsen	None	None	None		TIR Missed: No	0.74
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.74
<b>INC000000514650</b>	Tim Corless	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Technology Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000514656</b>	Julie Fisher	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514718</b>	Michelle Fisher	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Public Safety	Low	Closed	TTR Missed: No	0.05
<b>INC000000514726</b>	Nathan Winters	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514729</b>	Mary C Blackburn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00

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## Metro B Desktop Support

<b>INC000000514741</b>	Annette Babisz	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Ken Bolkcom	Human Services	High	Closed	TTR Missed: No	0.56
<b>INC000000514808</b>	Christina Hennefer	Application	Error	Symantec AntiVirus		TIR Missed: No	0.09
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.03
<b>INC000000514843</b>	Trisha Glenn	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000514873</b>	Trisha Glenn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514970</b>	Gary Baschuk	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.58
	Metro B Desktop Support	Jay Locker	Technology Services	Low	Closed	TTR Missed: No	3.26
<b>INC000000514980</b>	David Hansen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.22
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.28
<b>INC000000514987</b>	Cristy Davis	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000514998</b>	Gloria Spriggs	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.85
<b>INC000000515002</b>	Patty Miller	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	1.28
<b>INC000000515041</b>	Ronald Van Harten	None	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	3.26
<b>INC000000515047</b>	Rosanne Ricks	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: No	2.93
<b>INC000000515054</b>	Bob Spohr	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	2.00
<b>INC000000515061</b>	Denice Graham	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Closed	TTR Missed: No	2.26
<b>INC000000515063</b>	Susan Dansie	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.04
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.51
<b>INC000000515086</b>	Garrett Watkins	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000515098</b>	Christa Johnson	Mobile Devices	Error	Ipads		TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.66
<b>INC000000515118</b>	Rick Wright	Network	Performance	None		TIR Missed: No	0.79
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.00

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## Metro B Desktop Support

<b>INC000000515191</b>	Shelley Eastmond	Application	Error	Novell GroupWise	TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.71
<b>INC000000515200</b>	Dan Brennan	Application	None	None	TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	4.66
<b>INC000000515234</b>	Craig Coulson	Application	Password	None	TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low Closed	TTR Missed: No	2.87
<b>INC000000515236</b>	Rick Wright	None	None	None	TIR Missed: No	0.01
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	1.33
<b>INC000000515243</b>	Christa Johnson	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	High Closed	TTR Missed: No	0.02
<b>INC000000515249</b>	Jill McAfee	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.17
<b>INC000000515255</b>	Julie Fisher	None	None	Adobe Acrobat	TIR Missed: No	0.22
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	2.12
<b>INC000000515264</b>	Ken Matheson	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000515266</b>	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000515286</b>	Vern Stokes	None	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Technology Services	Low Closed	TTR Missed: No	0.02
<b>INC000000515306</b>	Marsha Case	None	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low Closed	TTR Missed: No	0.89
<b>INC000000515315</b>	Vanessa Amburgey	Application	Error	None	TIR Missed: Yes	1.57
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Closed	TTR Missed: No	1.67
<b>INC000000515481</b>	Penni Dehaan	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low Closed	TTR Missed: No	2.05
<b>INC000000515537</b>	Raigan Steele	Network	Performance	None	TIR Missed: Yes	1.87
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	1.99
<b>INC000000515538</b>	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.85
<b>INC000000515581</b>	Christena Ohrn	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.55
<b>INC000000515604</b>	Terrie Williams	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Attorney General	Low Closed	TTR Missed: No	0.56

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## Metro B Desktop Support

<b>INC000000515636</b>	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000515658</b>	Lynn Sanderson	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000515694</b>	Michael Roussin	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low	Closed	TTR Missed: No	1.68
<b>INC000000515726</b>	Nathan Steimle	PC/Laptop	Error	None		TIR Missed: No	0.76
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.77
<b>INC000000515750</b>	Pamela Pendleton	Application	Error	GenTax		TIR Missed: No	0.02
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.05
<b>INC000000515768</b>	Kristi Lujan	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000515814</b>	David Ariotti	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	4.48
<b>INC000000515875</b>	Eileen Brennan	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.36
<b>INC000000515876</b>	Lisa Ortega	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000515882</b>	Emily Butler	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.02
<b>INC000000515889</b>	Jennifer Baxter	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.90
<b>INC000000515902</b>	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000515907</b>	Nancy Zullo	PC/Laptop	Error	None		TIR Missed: No	0.02
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	1.39
<b>INC000000515909</b>	Lynda Wood	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.09
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: Yes	7.86
<b>INC000000515924</b>	Chrissy Romo	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000515962</b>	Joseph Caldiero	Application	Error	GenTax		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.36
<b>INC000000515971</b>	Lynn Sanderson	Network	None	None		TIR Missed: No	0.40
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	4.26

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## Metro B Desktop Support

<b>INC000000515972</b>	Dawn Prince	Application	Error	PGP		TIR Missed: Yes	2.40
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	5.01
<b>INC000000516010</b>	Jacob Strong	PC/Laptop	Error	None		TIR Missed: No	0.14
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	4.70
<b>INC000000516073</b>	Diane Miller	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000516090</b>	Steve Hillabrant	None	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: Yes	6.08
<b>INC000000516122</b>	Palmer Depaulis	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	4.31
<b>INC000000516128</b>	Debbie Koew	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	4.29
<b>INC000000516138</b>	Joe Reese	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	5.90
<b>INC000000516166</b>	Laurieann Thorpe	Application	None	PGP		TIR Missed: Yes	1.12
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	3.42
<b>INC000000516214</b>	Jenn Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516226</b>	Mack McDonald	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000516229</b>	Alease Guymon	PC/Laptop	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.92
<b>INC000000516240</b>	Dee Talbot	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.43
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.86
<b>INC000000516283</b>	Penni Dehaan	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.77
<b>INC000000516460</b>	Violet Secrest	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.56
<b>INC000000516499</b>	Douglas Bacon	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.52
<b>INC000000516623</b>	Juan Lee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.27
<b>INC000000516625</b>	Sarah Pitkin	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.25

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## Metro B Desktop Support

<b>INC000000516626</b>	Doug Gould	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.24
<b>INC000000516629</b>	Darci Card	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.21
<b>INC000000516631</b>	Jeri Openshaw	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.21
<b>INC000000516632</b>	Lisa F Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.20
<b>INC000000516635</b>	Vicki Smith	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.18
<b>INC000000516638</b>	Karma Clevenger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.17
<b>INC000000516639</b>	Michael Sweeney	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.16
<b>INC000000516641</b>	Sharon Chalmers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.16
<b>INC000000516643</b>	Kristen Stehel	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.15
<b>INC000000516651</b>	Colleen Eggett	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.10
<b>INC000000516653</b>	Craig Neilson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.10
<b>INC000000516659</b>	Kevin Park	Application	Error	Ipads		TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.40
<b>INC000000516693</b>	Kathy Link	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	2.28
<b>INC000000516696</b>	Elizabeth Baker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516727</b>	Susan Hoggan	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000516742</b>	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	2.73
<b>INC000000516752</b>	Rich Sallstrom	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.79

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## Metro B Desktop Support

<b>INC000000516778</b>	Patty Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000516781</b>	Sally Egbert	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	3.26
<b>INC000000516794</b>	Mary Ferrell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000516805</b>	Jillian Watkins	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000516834</b>	Angie Hillas	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Joe tupou	Tax Commission	Low	Closed	TTR Missed: No	0.69
<b>INC000000516875</b>	Nikki Holt	None	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.97
<b>INC000000516922</b>	Pamela Park	PC/Laptop	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000516934</b>	Paul Gardner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.43
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000516944</b>	Mark Scott	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.28
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000517018</b>	Megan K Walsh	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.92
<b>INC000000517039</b>	Brook Abarca	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.03
<b>INC000000517046</b>	Linda Wininger	PC/Laptop	Error	None		TIR Missed: No	0.23
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000517075</b>	Rich Sallstrom	Application	Error	Finance Data Warehouse		TIR Missed: No	0.70
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.62
<b>INC000000517143</b>	Megan K Walsh	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.50
<b>INC000000517207</b>	Allison Imlay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.87
<b>INC000000517256</b>	Megan K Walsh	Application	Reporting	Microsoft Office		TIR Missed: No	0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	2.22
<b>INC000000517304</b>	Milton Olsen	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	0.18

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## Metro B Desktop Support

<b>INC000000517388</b>	Alison Holley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Annice Valdez	Technology Services	Low	Closed	TTR Missed: No	1.41
<b>INC000000517394</b>	Jeri Openshaw	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	0.27
<b>INC000000517404</b>	Peter Musser	Network	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000517430</b>	Steven Onysko	Application	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.83
<b>INC000000517489</b>	Lisa F Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000517573</b>	Jalynn Knudsen	Network	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	2.98
<b>INC000000517596</b>	Michelle Weis	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	1.03
<b>INC000000517607</b>	Jodie Okumura	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Technology Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000517695</b>	Ralph Bohn	Network	Error	None		TIR Missed: No	0.21
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.21
<b>INC000000517723</b>	Linda Prince	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000517738</b>	Ivana Meandzija	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.72
<b>INC000000517743</b>	Robert Ure	Application	Error	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.82
<b>INC000000517750</b>	Heather Carlson	Application	Reporting	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.77
<b>INC000000517815</b>	Kim Ferrell	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.04
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	2.40
<b>INC000000517831</b>	Sherri Murray	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	2.25
<b>INC000000517849</b>	Peggy Romney	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Resource Management	Low	Closed	TTR Missed: No	0.03
<b>INC000000517867</b>	Paul T Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.45

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## Metro B Desktop Support

<b>INC000000517931</b>	Cindy Lowe	PC/Laptop	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000517935</b>	John Manning	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.91
<b>INC000000517985</b>	Kent Jorgensen	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.41
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.88
<b>INC000000518035</b>	Robert Ure	Application	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.61
<b>INC000000518046</b>	Pamela Pendleton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.41
<b>INC000000518093</b>	John Manning	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.02
<b>INC000000518168</b>	Richard Gamonal	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000518212</b>	Laura Dasilva	Wireless Connectivity	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000518221</b>	Craig Coulson	PC/Laptop	Error	PGP		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000518229</b>	Tiffany Cruz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	1.63
<b>INC000000518262</b>	Jerri Betts	PC/Laptop	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Technology Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000518312</b>	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.31
<b>INC000000518396</b>	Carlie Torres	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518498</b>	Dianne Warner-Kearney	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.35
<b>INC000000518582</b>	Kim Flugga	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000518584</b>	Mariah McAfee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000518647</b>	Chad Carter	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.89

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## Metro B Desktop Support

<b>INC000000518658</b>	Trish Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Resource Management	Low	Closed	TTR Missed: No	3.39
<b>INC000000518660</b>	Kelli Karpakis	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000518705</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.23
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.72
<b>INC000000518725</b>	Kathryn Medina	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	0.32
<b>INC000000518742</b>	Eva Clarke	None	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000518770</b>	Joseph Gonzalez	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	1.71
<b>INC000000518794</b>	Tom Darais	None	None	Adobe Acrobat		TIR Missed: No	0.09
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	1.26
<b>INC000000518899</b>	Elaine Boren-Hess	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000518927</b>	Ruth Victor	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.47
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.63
<b>INC000000518930</b>	John Macfarlane	Application	Error	Microsoft Excel		TIR Missed: No	0.41
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.72
<b>INC000000518955</b>	Lisa F Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000519067</b>	Lynda Wood	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000519075</b>	Tiffany Harms	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.04
<b>INC000000519078</b>	Eric McPherson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.42
<b>INC000000519102</b>	Kate Tipple	None	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.30
<b>INC000000519123</b>	Chrissy Romo	PC/Laptop	Performance	None		TIR Missed: No	0.51
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.64
<b>INC000000519149</b>	Ray Winger	None	None	None		TIR Missed: No	0.46
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.74

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## Metro B Desktop Support

<b>INC000000519156</b>	Brock Lebaron	Application	None	Novell GroupWise	TIR Missed: No	0.20
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low Closed	TTR Missed: No	2.29
<b>INC000000519197</b>	Sonja Robinson	None	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low Closed	TTR Missed: No	1.05
<b>INC000000519198</b>	Karleen Mitchell	PC/Laptop	Error	None	TIR Missed: No	0.45
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	0.64
<b>INC000000519230</b>	Tom Dunford	Network	Incident	None	TIR Missed: No	0.26
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.31
<b>INC000000519255</b>	Jed Johnson	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Technology Services	Low Closed	TTR Missed: No	0.06
<b>INC000000519260</b>	Eric McPherson	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.07
<b>INC000000519315</b>	Xavier Tisdol	None	None	Microsoft Excel	TIR Missed: No	0.07
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.08
<b>INC000000519350</b>	Bob Hart	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	1.56
<b>INC000000519356</b>	Julie A Anderson	Application	Error	None	TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Community and Culture	Low Closed	TTR Missed: No	0.09
<b>INC000000519409</b>	Kari Smith	Application	Error	Adobe Connect	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.90
<b>INC000000519418</b>	Elizabeth Gonzalez	None	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.31
<b>INC000000519422</b>	Nader Mikhail	PC/Laptop	Hardware	None	TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.30
<b>INC000000519468</b>	Lisa Manning	PC/Laptop	Error	None	TIR Missed: No	0.56
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Closed	TTR Missed: No	3.45
<b>INC000000519490</b>	Bruce Larsen	Application	None	Microsoft Excel	TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	2.74
<b>INC000000519502</b>	Jill Colvin	PC/Laptop	Performance	None	TIR Missed: Yes	1.22
	Metro B Desktop Support	Cindy reed	Human Services	Low Closed	TTR Missed: No	1.22
<b>INC000000519514</b>	Joann Wetzel	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low Closed	TTR Missed: No	0.84
<b>INC000000519530</b>	Debbie Hood	Network	Incident	None	TIR Missed: No	0.91
	Metro B Desktop Support	Jay Locker	Administrative Services	Low Closed	TTR Missed: No	1.15

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## Metro B Desktop Support

<b>INC000000519577</b>	Raymond Wixom	Wireless Connectivity	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Peter Musser	Attorney General	Low	Closed	TTR Missed: No	0.52
<b>INC000000519709</b>	Ray Winger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519712</b>	Cindy Reed	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519719</b>	Nicole Nielsen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519721</b>	Michelle Weis	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000519730</b>	D'Arcy Dixon	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Metro B Desktop Support	Michael Barth	Tax Commission	Medium	Closed	TTR Missed: No	1.63
<b>INC000000519818</b>	Earl Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.17
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.19
<b>INC000000519862</b>	Sheldon Wood	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro B Desktop Support	Peter Musser	Technology Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000519863</b>	Mayank Agrawal	Network	Performance	None		TIR Missed: No	0.11
	Metro B Desktop Support	Michael Barth	Non-state	Low	Closed	TTR Missed: No	1.52
<b>INC000000519903</b>	Esmeralda Malili	None	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000519937</b>	John Macfarlane	Application	Error	None		TIR Missed: No	0.38
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.45
<b>INC000000519965</b>	Lane London	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519966</b>	Derrek Larson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519967</b>	Marianne Turner	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519968</b>	Josie Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519969</b>	Maria Crosby	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519970</b>	Renee Crayton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Metro B Desktop Support

<b>INC000000519972</b>	Jennifer Jensen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519974</b>	Sue Allred	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519975</b>	Clo Towers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519976</b>	Alisha Baker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519977</b>	Julie Aa Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519978</b>	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519979</b>	Lillie Coleman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519980</b>	Jilene Gunther	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519981</b>	Lisa Arnold	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519982</b>	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519983</b>	Emily Keller	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519985</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519986</b>	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519988</b>	Bryce Booth	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519989</b>	Tiffany Cruz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519990</b>	Teresa Gonzales	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519992</b>	Michael W Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Metro B Desktop Support

<b>INC000000519993</b>	Sally Egbert	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519995</b>	Jamie Ness	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519996</b>	Lynnette McKee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519997</b>	Mario Kljajo	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519998</b>	Melanie Decker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519999</b>	Craig Emmett	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520001</b>	Heather Kelsey	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520002</b>	Susan White	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520003</b>	David Egan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520005</b>	Pamela McIntyre	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520006</b>	Tajana Fejic	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520008</b>	Todd Neff	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520010</b>	Tracie Spears	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520012</b>	Osman Ahmed	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520013</b>	Carlos Vargas	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520014</b>	Michael Dillingham	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520015</b>	Melissa Schneller	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Metro B Desktop Support

<b>INC000000520016</b>	Carmen Torres	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520017</b>	Rhonda Shah	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520018</b>	Jessica Applegate	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520019</b>	Jenny Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520020</b>	Phillip Redlinger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520021</b>	Chuck Richardson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520022</b>	Iris Sutton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520023</b>	Luis Mejia	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520025</b>	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520026</b>	Steven Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520027</b>	Anna Dart	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520028</b>	Giselle Jackson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520029</b>	Paula Lange	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520030</b>	Miguel Gonzalez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520031</b>	Kathy Richards	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520047</b>	David Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolcom	Environmental Quality	Low	Closed	TTR Missed: No	1.77
<b>INC000000520082</b>	Elena Lane	PC/Laptop	Hardware	None		TIR Missed: No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	3.81

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## Metro B Desktop Support

<b>INC000000520101</b>	Susan Musser	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520103</b>	Harold Sandbeck	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.20
<b>INC000000520111</b>	Susan Musser	PC/Laptop	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000520115</b>	Kim Viehweg	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Environmental Quality	Medium	Closed	TTR Missed: No	0.21
<b>INC000000520119</b>	Keri Allen	Network	None	None		TIR Missed: No	0.25
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000520139</b>	Patrice Dozier	Network	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.47
<b>INC000000520182</b>	David Montgomery	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	2.63
<b>INC000000520194</b>	Howard Winn	None	None	None		TIR Missed: Yes	1.92
	Metro B Desktop Support	Peter Musser	State Treasurer	Low	Closed	TTR Missed: No	2.24
<b>INC000000520206</b>	Jarilyn Sterling	PC/Laptop	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.06
<b>INC000000520252</b>	Karl Morgan	PC/Laptop	Error	None		TIR Missed: No	0.36
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.94
<b>INC000000520282</b>	Brock Lebaron	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.42
<b>INC000000520368</b>	Violet Secrest	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.13
<b>INC000000520372</b>	Mike Butkovich	PC/Laptop	Hardware	None		TIR Missed: No	0.28
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000520375</b>	Carol Black	PC/Laptop	Hardware	None		TIR Missed: No	0.23
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000520380</b>	Patrice Dozier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000520406</b>	Michelle Weis	Application	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.75
<b>INC000000520475</b>	Bart Mason	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.82

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## Metro B Desktop Support

<b>INC000000520484</b>	Megan Rasmussen	Network	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000520623</b>	Stephanie Saperstein	Network	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Annice Valdez	Attorney General	Low	Closed	TTR Missed: No	0.23
<b>INC000000520676</b>	Penni Dehaan	None	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000520763</b>	Robert Herbert	Application	Error	None		TIR Missed: No	0.34
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.42
<b>INC000000520905</b>	Michael Zucker	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000520950</b>	Dustin Gleed	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	2.62
<b>INC000000520956</b>	Penni Dehaan	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	3.07
<b>INC000000521005</b>	Michael Zucker	None	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	2.58
<b>INC000000521047</b>	Janet Culpepper	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000521082</b>	Lynn Sanderson	Network	Error	None		TIR Missed: No	0.40
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	3.55
<b>INC000000521083</b>	Chrysanne Newman	PC/Laptop	Hardware	None		TIR Missed: No	0.33
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.40
<b>INC000000521087</b>	Bonnie E Martineau	Application	Password	Novell Messenger		TIR Missed: No	0.36
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000521116</b>	Susan Dalpiaz	None	None	None		TIR Missed: No	0.01
	Metro B Desktop Support	Joe tupou	Human Services	Low	Closed	TTR Missed: No	3.82
<b>INC000000521117</b>	Lonnie Holt	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.49
<b>INC000000521126</b>	Ben Ukoh-Eke	PC/Laptop	Password	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sami Casey	Human Services	Low	Closed	TTR Missed: No	3.66
<b>INC000000521149</b>	Susan Dalpiaz	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	3.04
<b>INC000000521158</b>	Amber McCoy	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.20

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## Metro B Desktop Support

<b>INC000000521189</b>	Judy M Halford	None	None	Internet Explorer		TIR Missed: No	0.26
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.25
<b>INC000000521194</b>	Bruce Hagans	Application	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	4.60
<b>INC000000521228</b>	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Technology Services	Low	Closed	TTR Missed: No	3.65
<b>INC000000521232</b>	John Oakeson	Network	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	5.39
<b>INC000000521357</b>	Earl Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.26
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.30
<b>INC000000521372</b>	Jilene Gunther	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.98
<b>INC000000521378</b>	Ilene Staker	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	4.89
<b>INC000000521385</b>	Tamra Parko	None	None	Microsoft Word		TIR Missed: No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.76
<b>INC000000521408</b>	Pam Madsen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000521411</b>	Leslie Sharaf	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000521414</b>	Steve Brown	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000521417</b>	Toshiko Barnes	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000521418</b>	Kristina Shock	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000521420</b>	Jessica Hooper	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000521474</b>	Lisa Bruno	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.80
<b>INC000000521561</b>	Barbara Ruff	Application	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.66
<b>INC000000521617</b>	Camron Harry	None	None	Microsoft Access		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.31

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## Metro B Desktop Support

<b>INC000000521625</b>	Traci Lee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000521629</b>	Angie Pinna	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000521633</b>	Christine G Nguyen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000521634</b>	Chandler Menteeer	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000521647</b>	Kurt Young	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000521716</b>	Kaylee Ashdown	Server	Error	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000521818</b>	Lindsay Harris	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521820</b>	Fran O'Hare	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	2.23
<b>INC000000521866</b>	Paul Edlefsen	Application	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	0.12
<b>INC000000521868</b>	Kaylee Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000521872</b>	Scott Abeyta	Network	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000521883</b>	Thomas Ball	Network	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.06
<b>INC000000521911</b>	William E Moore	Application	Error	PDF Complete		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.25
<b>INC000000521938</b>	Debbie Stark	Network	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.21
<b>INC000000521947</b>	Jennifer Owens	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000521981</b>	Jan Fryer	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000521986</b>	Charles Bentley	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.06

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## Metro B Desktop Support

<b>INC000000521990</b>	Dianne Warner-Kearney	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000521992</b>	Judy Sanders	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.48
<b>INC000000522112</b>	Rich Chaffee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000522147</b>	Lia Eckhardt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.45
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.45
<b>INC000000522172</b>	Alan Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000522256</b>	Shelley Robinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000522273</b>	Kim Turner	None	None	Symantec AntiVirus		TIR Missed: No	0.18
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000522297</b>	Tim Corless	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Technology Services	Low	Closed	TTR Missed: No	1.32
<b>INC000000522308</b>	Joy Thomas	None	None	UDOT's Web Site		TIR Missed: No	0.42
	Metro B Desktop Support	Annice Valdez	Attorney General	Low	Closed	TTR Missed: No	0.90
<b>INC000000522390</b>	Diane Hernandez	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.07
<b>INC000000522459</b>	Harold Sandbeck	None	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.62
<b>INC000000522486</b>	Linda Prince	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.50
<b>INC000000522504</b>	Jennifer Yee	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	1.36
<b>INC000000522561</b>	Cappi Stamper	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.52
<b>INC000000522567</b>	Scott T Anderson	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.05
<b>INC000000522595</b>	James Harris	Application	Reporting	Microsoft Access		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.12
<b>INC000000522630</b>	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Metro B Desktop Support

<b>INC000000522717</b>	Jeri P Olsen	Application	None	Adobe Acrobat		TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.35
<b>INC000000522784</b>	Halalose Wolfgramm	PC/Laptop	Error	None		TIR Missed: No	0.33
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.71
<b>INC000000522954</b>	Tom Darais	None	None	Sybase Open Client		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000522972</b>	Rexalee Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.82
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	1.61
<b>INC000000523039</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000523040</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000523041</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000523042</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000523043</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000523044</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000523046</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000523047</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000523048</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000523049</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000523051</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000523131</b>	Petra Linares	Application	Error	GenTax		TIR Missed: No	0.15
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: N/A	
<b>INC000000523131</b>	Petra Linares	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: N/A	

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## Metro B Desktop Support

<b>INC000000523296</b>	Wendy Lowe	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Technology Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000523367</b>	Jeanell Collings	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.06
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.88
<b>INC000000523409</b>	Jamie Hinsz	PC/Laptop	Password	None		TIR Missed: No	0.44
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	2.37
<b>INC000000523447</b>	Michael Moss	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	3.96
<b>INC000000523455</b>	Jane E Dahl	Application	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000523519</b>	Cole McAfee	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.47
<b>INC000000523524</b>	David Cianto	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	2.94
<b>INC000000523529</b>	Tami Hart	Network	Error	None		TIR Missed: No	0.18
	Metro B Desktop Support	Stephanie Young	Human Resource Management	Low	Closed	TTR Missed: No	0.85
<b>INC000000523542</b>	Rick H Hansen	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.53
<b>INC000000523557</b>	Cole McAfee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.48
<b>INC000000523608</b>	Amber McCoy	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.31
<b>INC000000523634</b>	JJ Glazier	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000523665</b>	Summer Shelton	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.67
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	1.61
<b>INC000000523675</b>	Lenora Sullivan	Network	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	3.89
<b>INC000000523707</b>	DJ Kruger	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.05
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.39
<b>INC000000523805</b>	Jill Colvin	None	None	State Payroll Time Entry System		TIR Missed: No	0.31
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	1.56
<b>INC000000523819</b>	Clo Towers	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	4.15

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## Metro B Desktop Support

<b>INC000000523878</b>	Mayank Agrawal	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	1.09
<b>INC000000523906</b>	Brad Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.22
<b>INC000000523908</b>	Elizabeth Sollis	None	None	Microsoft Office		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.17
<b>INC000000523948</b>	Jeanell Collings	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.69
<b>INC000000523997</b>	Lia Eckhardt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.13
<b>INC000000523999</b>	Walter Baker	Application	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	1.03
<b>INC000000524111</b>	John Macfarlane	Application	Error	Data Warehouse		TIR Missed: No	0.50
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000524156</b>	Harold Sandbeck	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000524225</b>	Susan Musser	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524297</b>	Eric White	Application	Error	PGP		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.63
<b>INC000000524321</b>	Jeff Wells	Application	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	2.11
<b>INC000000524349</b>	Salina Murphy	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.39
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	3.30
<b>INC000000524408</b>	Mark Berger	PC/Laptop	Performance	None		TIR Missed: No	0.33
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.64
<b>INC000000524442</b>	Dwight Rimmasch	Application	Error	Symantec AntiVirus		TIR Missed: No	0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.01
<b>INC000000524477</b>	Lida Khoshal	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.65
<b>INC000000524499</b>	Andy Wright	Application	Error	PGP		TIR Missed: Yes	1.03
	Metro B Desktop Support	Ken Bolkcom	Administrative Services	Low	Closed	TTR Missed: No	1.91
<b>INC000000524556</b>	Dennis L Johnston	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Michael Barth	State Treasurer	Low	Closed	TTR Missed: No	1.02

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## Metro B Desktop Support

<b>INC000000524559</b>	Kathryn Medina	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Closed	TTR Missed: No	0.36
<b>INC000000524603</b>	Shane Maag	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000524604</b>	Isaac Gunderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000524605</b>	Eric Higbee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000524607</b>	Matthew Duke	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000524608</b>	Shandra Winters	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000524635</b>	Kathryn Morrow	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000524636</b>	Cindy Gillespie	PC/Laptop	Performance	None		TIR Missed: No	0.21
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000524640</b>	Eva Clarke	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.21
<b>INC000000524645</b>	Elizabeth Purdy	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000524652</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.09
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.46
<b>INC000000524668</b>	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.33
	Metro B Desktop Support	Jay Locker	Technology Services	Low	Resolved	TTR Missed: No	0.53
<b>INC000000524684</b>	Ilene Staker	Application	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.29
<b>INC000000524732</b>	Brook Middleton	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.04
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.04
<b>INC000000524733</b>	Tracie Spears	None	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000524772</b>	Kolleen Fortner	Network	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000524824</b>	Janna Griffith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.03
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	4.62

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## Metro B Desktop Support

<b>INC000000524863</b>	Ronald Van Harten	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Resolved	TTR Missed: No	1.34
<b>INC000000524886</b>	Mariessa Turner	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000524995</b>	Patricia Davis	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.96
<b>INC000000525119</b>	Rick H Hansen	None	None	None		TIR Missed: No	0.34
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	3.07
<b>INC000000525149</b>	Shirley Bleazard	Network	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Human Services	Medium	Resolved	TTR Missed: No	0.08
<b>INC000000525220</b>	Kathryn Dozier	None	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.05
<b>INC000000525235</b>	Adam Workman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000525243</b>	Adam Workman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525273</b>	Jackie Curtis	PC/Laptop	Error	None		TIR Missed: No	0.47
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.93
<b>INC000000525349</b>	Petra Linares	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.19
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.19
<b>INC000000525368</b>	Cathy Maez	Network	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.06
<b>INC000000525435</b>	Rick H Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000525440</b>	Shelley Robinson	Mobile Devices	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.53
<b>INC000000525511</b>	Kimm Lacy	Application	Error	Microsoft Windows 7		TIR Missed: No	0.20
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	1.14
<b>INC000000525554</b>	Kathy Richards	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.66
<b>INC000000525601</b>	Alfred Petmecky	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.82
<b>INC000000525704</b>	Jennifer Evans	None	None	PGP		TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.54

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### Metro B Desktop Support

<b>INC000000525748</b>	Dolores J. J Demkov	Application	None	Microsoft Word		TIR Missed: No	0.44
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.48